

# Economic Regulation Authority

 WESTERN AUSTRALIA

## Minutes

### Meeting of the Economic Regulation Authority Consumer Consultative Committee

#### Meeting 1 / 2017

**Date & Time:** Monday, 13 March 2017, 1:00pm

**Location:** Ken Michael Room, 4<sup>th</sup> Floor, Albert Facey House  
469-489 Wellington Street

<b>Attendees:</b>	Ms Nicky Cusworth	Chair, ERA
	Mr Paul Kelly	Executive Director, Regulation & Inquiries, ERA
	Ms Sarah Lyons	Senior Project Officer, ERA
	Mr Doug Hall ( <i>proxy</i> )	Pastoralists & Graziers Association
	Ms Dana Mason	WA Local Government Association (WALGA)
	Ms Christine Coyne	Aboriginal Affairs Consultant, Christine Coyne & Associates
	Ms Penny Lipscombe	Consumer Protection, Department of Commerce
	Mr Marcus Claridge	Energy and Water Ombudsman's Office
<b>Apologies:</b>	Mr Tony York	WA Farmers Federation
	Mr Gary McGill	Pastoralists & Graziers Association
	Mr Luke Hoare	Chamber of Commerce & Industry of WA
	Ms Bev Jowle	Financial Counsellor's Association of WA
	Ms Louise Giolitto	WACOSS
	No appointed representative at present	Property Council of Australia
	No appointed representative at present	Chamber of Minerals & Energy of WA
	Stepping down from the committee	Consumer Credit Legal Service (WA) Inc.
<b>Presenters:</b>	Mr Pat Donovan	President, ATCO Gas Australia
	Mr Matthew Cronin	General Manager – Regulation, ATCO Gas Australia
	Ms Jane Mahon	General Manager Customer Engagement
	Dr Ursula Kretzer	Manager, Water Services Policy, Department of Water
	Ms Helen Ensikat	Manager Projects, ERA

## **1 WELCOME & INTRODUCTIONS**

Ms Nicky Cusworth chaired the meeting. Ms Cusworth noted the apologies as listed above and welcomed members to the first meeting of 2017. Ms Cusworth advised that Charles Brown is no longer at CCLSWA. CCLSWA have decided to step down from ERACCC.

## **2 MINUTES OF MEETING 4/2016 HELD ON 5 DECEMBER 2016**

The minutes were accepted as a true and correct record of the meeting. Ms Cusworth advised that conciliation, mediation & alternative dispute resolution received the most votes as the preferred topic for the 2017 ERACCC Seminar.

## **3 ERACCC STATUS REPORT**

Ms Cusworth summarised the highlights of the ERACCC Status Report.

## **4 GUEST PRESENTATION – Working with customers in a rapidly changing energy sector**

Mr Pat Donovan, President, Mr Matthew Cronin, General Manager – Regulation, and Ms Jane Mahon, General Manager Customer Engagement, from ATCO Gas Australia provided a presentation on customer focus group sessions that ATCO have been running in order to gain insights in customer's concerns and willingness to pay for increased levels of service or reliability. ATCO is seeking input from a wide range of organisations and customers as part of their preparation of business plans for AA5. ATCO's invitation to consult with ERACCC members will be extended to those members who tendered apologies to today's meeting.

## **5 ERA PRESENTATION – Emergency Services Levy (ESL) Review**

Ms Helen Ensikat, ERA, provided an overview of the ERA's review of the emergency services levy. The presentation explained the terms of reference for the review, which essentially is to improve the management and distribution of the ESL in WA. The ERA will be consulting with a number of bodies as part of the review, including the Department of Fire and Emergency Services, other emergency services agencies, community organisations and peak bodies. Ms Ensikat set out the process and timeline of the review and advised members that while consultation on the ESL Issues Paper closed on 10 March, there would be a further opportunity to make a submission when the Draft Report is published in mid-2017.

## **6 PRIVATE MEMBER DISCUSSION (including afternoon tea)**

Members were given 15 minutes private discussion time, with members of the ERA leaving the room.

## **7 QUESTION TIME – following private member discussion**

The merits of the private member discussion were discussed. The general consensus was that the private time is not necessary. However, given that a number of the members who had been in favour of trialling the private member discussion were not at the meeting, it was agreed that the June agenda would include private member time, and a decision whether to keep it as an agenda item would be made at that time.

## **8 GUEST PRESENTATION – Water Services in Aboriginal Communities**

Dr Ursula Kretzer, Manager, Water Services Policy, Department of Water, provided an overview of the regional service reform work that is being undertaken in relation to the provision of water supply and sewerage services to Aboriginal communities. Dr Kretzer explained some of the issues affecting the provision of services to remote communities, including infrastructure, regulatory and financial issues. The presentation included data on the number and size of Aboriginal communities and the different arrangements that are in place to provide services to these communities.

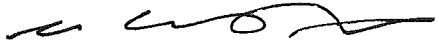
**9 ENERGY OMBUDSMAN'S REPORT**

The report was taken as read.

**10 CHAIR'S CLOSING COMMENTS**

Ms Cusworth thanked members for their attendance and active participation.

**Meeting closed at 3:00**



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MS NICOLA CUSWORTH  
CHAIR, ERACCC